



Director's Forum

by Elizabeth Goolsby



Elizabeth Goolsby
Fayetteville VAMC Director

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In prior columns I have talked about (-) **The Dash**. **The Dash** represents the events that occur between two points in time. The time may represent many years or a few minutes in length, but it is significant to the individual. The priorities that make a difference in **The Dash** for our patients, family members and staff include access to high quality, safe patient care and services; being an employer of choice; and being a good steward of our resources - people, time, space and money. In this column, I will share with you some **Dash** moments that patients, families and staff have shared with me.

Several **Dash** moments come from our recent I CARE Awards that were presented during the Employee Appreciation Picnics. One of the awards recognized **Tossie Williams** for volunteering to help our newest site of care, the Goldsboro Community Based Outpatient Clinic set-up and serve our veterans. She was incredibly helpful.

Michael Long, Pedro Sanchez, Shondella Dicks, Gregory Purvis, Donald Sampson, Robert Nickens, Ronald Lambert Carl Pone, Gregory Yancey, Anthony Morris, James Thornton, Victor Whitley, Harvey Jones, Darald Jones, Walter Moore, and Matthew Smith have been important staff members in not only making sure the environmental care needs of the organization are met, but anticipating needs and addressing them before they're asked.

Veterans have commented that without **Crystal Yarborough** and the Trauma Recovery Program they could not have successfully turned their lives around. She is a true example of being an advocate for each patient. Continued on page 3.



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VA Medical Center Hosts Mental Health Summit

FAYETTEVILLE, NC –

Fayetteville VA Medical Center (VAMC) hosted a Community Mental Health Summit at Methodist University in Fayetteville, September 14. Part of a nationwide effort to advance mental health service to Veterans, the conference engaged health care providers, state and Congressional leaders, community stakeholders and Veterans in active dialogue about how agencies can work collaboratively with VA to provide access to mental health resources.

In her opening remarks, Fayetteville's Mental Health Chief Dr. Prasanthi Myneni spoke

proudly about success the facility has in meeting Veteran needs with same-day appointments when necessary; and the provision of nationally recognized specialized mental health counseling, tailored for the Veteran population.

The day was filled with presentations, Power Point, workshop breakout discussions and descriptions of current services. About 80 conference attendees talked about suicide prevention and helping Veterans in crisis, making transitioning to civilian life smoother for soldiers, airmen and seamen just leaving active duty; mental health services for Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Veterans, women Veterans' health care and mental health care resources, Veterans homeless services, recovery and wellness for Veterans, strengthening community collaborations and VA health care benefits.

It was also noted that the population of Women Veterans continues to increase, with similar problems.

Fayetteville Homeless Veteran program Coordinator Martin Murphy spoke about the new Veteran Resiliency and Reintegration Through Technology Program is scheduled for unveiling soon at a stand down event Fayetteville VA is partnered to host with East Carolina University.

The Department of Veteran Affairs (VA) recognizes that meeting the needs of Veterans and their families requires collaboration and partnership between VA, other federal agencies and local community organizations. Locally-driven summits provide a well-established method to strengthen our community partnerships, and they have been successful in support of VA's goal to provide high quality mental health care to Veterans.

Medical Center Director Betty Goolsby said she was excited by the day's activity, summing it up with the phrase, "All I can say is wow!" She cited several instances of new partnering already initiated at the conference, new ideas that were brought out of the breakout sessions and ideas that began to percolate in group conversations. She announced there would be a follow-up meeting to report on progress made from the input received there.

Currently the medical center offers mental health services including case management and group therapy and group psychotherapy, which allows an open opportunity for inclusion, togetherness, team building, modeling, interpersonal development, and expression, according to Myneni.



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America's Veterans

Medical Center Hosts Homeless Stand Down

Community partners recently gathered in Festival Park for another opportunity to help end Veteran Homelessness by 2015. Staff from the medical center and Community Partners hosted almost 400 participants, including 155 Veterans during a two-day Homeless Veterans Stand Down September 19 and 20.

Stand Downs are collaborative events, coordinated between local VAs, other government agencies, and community agencies who serve the homeless, as part of VA efforts to provide services to veterans who are homeless or at risk of being homeless.

"Stand downs are opportunities that can help break the cycle of homelessness," according

to Martin Murphy, medical center homeless coordinator.

The words homeless and veteran should never be linked," said Betty Goolsby, medical center director. The medical center sponsored a successful stand down in Festival Park in 2011 that also served about 400.

Secretary of Veterans Affairs Eric K. Shinseki has set a goal to end homelessness among the nation's Veteran population by the end of 2015.

Eighty eight volunteers, including 25 military members helped offer Veterans haircuts, showers, Flu shots, dental screenings, mental health and substance abuse services, suicide prevention counseling and information, medical screenings, VBA claims Assistance, and other VA and claim related information.

VA offers perma-



nent, transitional and temporary housing options to Veterans through The Department of Housing and Urban Development and VA Supported Housing (HUD-VASH) Program as well as funding to community-based agencies providing transitional housing for homeless Veterans through Grant Per Diem (GDP) Program.

Veterans attending the event can take advantage of dental and health care screenings, offered on-site, with flu and pneumonia shots,

job training opportunities, employment services, clothing, haircuts, and VA claims assistance.

More information about VA's programs for homeless Veterans, at-risk Veterans and their families call HCHV Program Coordinator Martin Murphy at (910) 488-2120, ext 5796 or visit the web site at: www.va.gov/homeless.

**October
is
Breast
Cancer
Aware-
ness
Month**

Director's comments from page 1.

Rosemary Smith's ability to pull a team together to achieve goals has had a noted, positive effect in improving healthcare delivery systems. **Preston Barrett, Mark Wallace** and **Lindsey Cross** are three more of our unsung heroes. They quietly go about helping veterans and staff members every day with big smiles, and kind words. They are not looking for a thanks, but only the satisfaction of helping our veterans. Thank you to each of these unsung heroes for the quiet manner they go about helping staff members, veterans, and families. Each embodies the intent of the I CARE concepts.



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FACILITY UPDATES



Much Ado About Flu:

Thomas Submits Winning 2013-2014 Flu Slogan

A recent Flu Season slogan contest resulted in a winning 2013-2014 slogan that is displayed throughout the Fayetteville VA Medical Center. Jeffrey Thomas, PSA for Rural Health won the contest with the phrase, "YOU ARE GOING TO GET BUGGED ONE WAY OR ANOTHER.....EITHER BY US OR BY THE FLU." The contest was rolled out by this year's Flu Committee and was well received by employees. There were many great slogan submissions and the decision was difficult to make. The winning slogan has a bit of wit entwined with the truth, as our Veterans will be flooded with the offering of the seasonal flu vaccine in hopes of preventing them from contracting the flu.

On behalf of the Flu Committee and the Fayetteville VAMC, thank you, Jeffrey!

Submitted by: Tarita Hughes, BSN, RN

EXCELLENT SERVICE
Earned by Veterans. Delivered Here.
VA Mid-Atlantic Health Care Network VISN 6



Contract awarded for new VA Clinic in Sanford

Fayetteville – The VA Mid-Atlantic health Care Network has awarded a contract to build a new Community Based Outpatient Clinic in Sanford to Construction Managers, Inc. of Fremont, N.C.

Veterans residing in and around Lee County will have enhanced access to VA health care when the new 10,000 sq. feet VA clinic opens next year at 1248 Broadway Road in Sanford. The clinic is slated to provide primary care and mental health services to about 5,000 Veterans.

The award covers the construction of the clinic and a five year lease with five one year extensions. The total cost of the lease for the 10 year period is approximately \$2.5 million.

Construction Managers Inc., completed the new clinic in Goldsboro which opened in July and have also been awarded the contract to build the new clinic in Jacksonville, N.C.

The Sanford clinic joins the growing number of sites

of care that fall under the management of the Fayetteville VA Medical Center. "The growth in the Veteran population in eastern North Carolina has been steady and is projected to continue for the foreseeable future," said Elizabeth Goolsby, director of the Fayetteville VA Medical Center. "The new sites in Goldsboro and Sanford, along with a new larger clinic in Jacksonville and the Health Care Center in Fayetteville will open the door to VA health care for thousands of Veterans."

Construction is expected to begin after the first of the year with completion expected by October. The clinic should begin seeing patients by December 2014.

Veterans currently enrolled at the Fayetteville VA Medical Center who live closer to the new clinic will be given priority for care there. Prior to the new facility opening, the Fayetteville VA Medical Center will review their list Veterans who may benefit from transferring to the new clinic and inform them of the option.



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NOTICES

Veterans Attend 9/11 National Day of Service & Remembrance Observance

Veterans and members of the public were solemn September 11, while they took part in a short service here, honoring the lives lost and bravery shown to rescue survivors, during terrorist attacks on the United States twelve years earlier, on September 11, 2001.

Words of remembrance were offered by Chaplain (LTC) Ron Leininger, Chief of the Chaplains at Womack Army Medical Center and Associate Medical Center Director Mr. James Galkowski. The colors were presented by the Womack Army Medical Center Honor Guard.

"This day of remembrance has significant meaning for our nation and loved ones; the tragic events of that day twelve years ago have been indelibly etched in our hearts. We are bound to dignify the memory of every life sacrificed to the cause and defense of freedom here and around the world at every opportunity," said associate medical center Galkowski.

The Medical Center's observance, which began with the ceremony at the flagpole continued through the day, as staff and visitors contributed canned goods to support the 2013 Feds Feed Families Food Drive and participated in service projects around the facility and in the Fayetteville community.

New Shuttles Entered into Medical Center Service

Veterans, staff and visitors have probably noticed a couple of new vehicles zipping around the Fayetteville VA Medical Center campus recently. Newly commissioned shuttles were placed in service at the end of the summer.

A contest was held to name the shuttles, won by Paul Siverson and Ronald Lambert. Now known as Liberty and Patriot express, the shuttles, which cost \$11,000 will carry eight passengers. Both are equipped with steel door frames that can be covered in inclement weather. There is also a small heater located in the front compartment.

"We are now averaging 65 to 70 patients a day that we are moving from the main facility to building 50, and then return," said Michael Cleary, HAS Chief. Cleary added the shuttles will enable patients to make and meet appointments more efficiently, as they travel from one end of the campus to the other. They won't need to use their cars for the traverse, either.

Recent Government Shutdown Guidance

During a shutdown, VA medical centers, clinics and other health services have advance appropriations for 2014 and will remain open. VA has funds available to ensure claims processing and payments in the compensation, pension, education, and vocational rehabilitation programs will continue through late October. However, in the event of a prolonged shutdown, claims processing and payments in these programs will be suspended when funds are exhausted. Due to the shutdown, the Veterans Benefits Administration will not be able to continue overtime for claims processors. Regarding the National Cemetery Administration: interments will continue, but may be on a reduced schedule.

To find the appropriations lapse plan and the updated field guide, visit www.va.gov or http://www.va.gov/opa/appropriations_lapse_plan.asp.



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Ms. Socorro Hernandez-Hinek:
 "An Artist's Life: Culture and Hispanic Roots"
<http://organizations.unefsu.edu/artguild/hinek.htm>



Dr. Daniel Montoya:
 "An Unexplained Absence:
 Hispanic/Latinos in Science and
 Technology"
<http://faculty.unefsu.edu/dmontoya>



REFRESHMENTS



WORSHIP SERVICES
IN OUR MEDICAL CENTER CHAPEL
PROTESTANT SERVICE: SUNDAYS 2:00 pm
CATHOLIC MASS: SUNDAYS 11:00 am
MONDAY - THURSDAYS 12:00 pm
All Are Welcome! Contact us at 7031/5906



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SAFETY

Patient Safety... It Starts with YOU!

YOU NOTICED A
PATIENT EVENT



You Reported a
Patient adverse
event in ePER



A Root Cause
Analysis was
initiated



Staff from all over
the Medical Center
came together to
make
recommendations



Executive
Leadership listened
and acted to
require the
recommended
changes to ensure
Safe, High Quality
Patient Care and
Services

Thank you!!

Because of you and your diligent reporting of adverse events and the resulting Root Cause Analysis, we were able to make great changes in Fiscal Year 2013!!

Here are some examples of Root Cause Analysis' resulting actions:

Identified need for further education and follow up to ensure staff trained on emergency procedures related to a Code Blue.

Identified need for and recommended action to lock down the Emergency Department doors to prevent unauthorized entrance and exit without staff control

Identified barriers in accessing medical center memorandums and policies which contribute to confusion over policies and patient risk of adverse events .

New Inventory procedures have been put into place to prevent unsafe conditions and contraband from introduction to the Mental Health Units.

New alerts added in Omnicells for Sound Alike medications to prevent accidental medication errors.

Position filled for a full time Clinical Pharmacist on the Medicine Unit to increase communication and collaboration for medication ordering and administration.

Greater number of staffing positions for Nursing Assistants in the ED to assist in patient care and specialize in ensuring the safety of Mental Health Patients.

Alterations to the workdesk in the ED to improve visibility and patient monitoring for the staff.

Increased collaboration and interdepartmental teamwork between the Emergency Department and Mental Health to address areas of improvement, coverage, and standardize process for continuity of safe care.

Fall prevention actions including structured routine rounding to prevent falls with a successful decrease of injury.

Improvements for patient transport around the medical center and recommended actions to correct and ensure continuity of care and safe patient care.

The Fayetteville VA Medical Center again thanks the following individuals for outstanding performance in investigating adverse events as root cause analysis (RCA) team members to create effective change for patient safety.

Archie McLaughlin
Teresa Butts
Josh Lewis
Lydell Gilleylen
Kimberly Bronson
Deborah Sebring
Beth Warner
Charles Hall
Donnie Sanders
Mary Pressey
Mavis Pritchett

Ricky Lyerly
Kimberly Bronson
Patricia Chisum
Monique Tomlinson
Zachary Collins
Andrew Fielman
Brian Leith
Mary Pressey
Eric Embury
Lindsey Cross
Monique Shaw

Lisa Kuric
Avtar Singh
Beth Warner
Charles Hall
Jessica Lanning
Jason Neely
Carmen Rosado
Clair Osborne
Cynthia Flynn
Vicky Goblirsch



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Cindy Flynn, Presidential Management Intern worked hard to make sure she and all the other volunteers kept everyone happy and well fed during the Employee Appreciation Day picnic at the medical center, September 19. Volunteers worked through several nights smoking and barbecuing beef brisket and ribs for picnics that also took place for other shifts and in Jacksonville, Wilmington, Hamlet and Robeson County CBOCs. "These events are for everyone's hard work. We have to accommodate all staff," said Director, Goolsby as she walked back from one of her visits to the picnic.

Photo by Steve Wilkins
public affairs

**The 2013
Veterans Day Parade is
Saturday, November 9.**

**Duke Energy is proudly
sponsoring the Fayetteville
VAMC float this
year!**

**Veterans and staff can
sign up now to ride the
float!**

**Call Norma Fraser at
910-822-7027**

ATTENTION VETERANS:

By 1 October 2013, Fayetteville VAMC will have new Kiosks installed at most clinic locations. To check in, patients must have their color Identification Card as shown above. These cards protect your personal identity by using a barcode to secure your social security number, birth date and more. Walk in to get your photo taken at the Medical Center ID Card office located in the basement, room #0066 (near the pharmacy). Call Vivian Downs at 910-488-2120 ext. 7620 to make sure you have the right ID card. Veterans can also get their photos taken at the Wilmington Health Care Center or at the Jacksonville Community Based Outpatient Clinic. New cards are usually mailed within 7-10 business days.



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SAFETY

Seasonal Flu



Yes, flu season is almost upon us again. Flu season usually begins in the early fall and can continue through late spring. However, it is never too early to begin planning our flu prevention strategies.

What is Influenza or Flu?

Influenza, or “flu,” is a contagious respiratory virus. It spreads between people and can cause mild to severe illness. *In some cases, the flu can lead to death.* Some groups are more likely to experience complications from seasonal flu, including seniors over the age of 65, young children especially under the age of 2 and those with chronic health conditions. Symptoms of the flu may include fever, cough, runny or stuffy nose, sore throat, fatigue, muscle or body aches.

The flu can spread quickly from person to person. When a person with the flu sneezes, coughs, talks, or laughs, the flu virus can spread into the air as droplets from the mouth or nose. These droplets can spread to people and surfaces within 3 to 6 feet. The flu virus can spread to your hands if you touch anything that has the virus on it. If you then touch your eyes, nose, or mouth, you can get the flu. You may be able to spread the flu virus to others 1 day before you feel sick and up to 5 days after getting sick.

What can you do to prevent the spread of Flu

According to the CDC, annual influenza vaccinations for all persons aged > 6 months continues to be an effective way to stop the flu. **Flu vaccinations are the cornerstone to prevention.** There are two types of flu vaccines, intranasal and the injection. The intranasal vaccine is a live vaccine that can only be given to healthy people ages 2–49 who aren’t pregnant and don’t have egg allergies. The injection can be given to anyone because it is not a live vaccine.

In addition to getting vaccinated, it is very important to take everyday precautions to stay healthy. Wash your hands often, avoid touching your eyes, nose, and mouth, avoid being around those who are sick, and cover coughs and sneezes are practical but important steps in preventing illness.

The Employee Health Clinic will have an ample supply of the vaccine again this year and will be offering free flu shots for **all** employees. Please be sure to **offer and vaccinate all veterans** when possible. **Do your part to Stop the spread of the Flu and get vaccinated!**

The Influenza administration schedules for staff and vaccination kickoff for the Veterans will be announced at a later date.

Submitted by Sharon Mitchell, RN, MSN, CIC
Infection Prevention Coordinator

YOU ARE GOING TO GET BUGGED ONE WAY OR ANOTHER.....EITHER BY US OR BY THE FLU.



Be prepared for the upcoming 2013 Flu Season... get vaccinated.



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October is

...

Breast Cancer Awareness Month

*Breast Cancer is a disease that has touched all of our lives
We Invite all Employees and Veterans to join the Women Veterans Program for a*

PINK OUT

Wednesday, October 23rd

*Everyone is encouraged to wear pink in support of
Breast Cancer Awareness*

Meet us at the Fit Trail at 11 am on October 23rd for a Celebration of Life Walk. Refreshments in Geriatric Park after the walk. Come out to support breast cancer awareness. Enjoy music, food, fun and free information.



www.Facebook.com/FayettevilleVAMC

Like us on Facebook



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The newsletter is published by the last week of each month.

Please share your story ideas and photos with us. Enjoy!

Robin DeMark, Public Affairs Officer, (910) 488-2120 ext. 5991

www.FayettevilleNC.VA.Gov

Layout/content/photos by Robin DeMark, Fayetteville VAMC PAO



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